

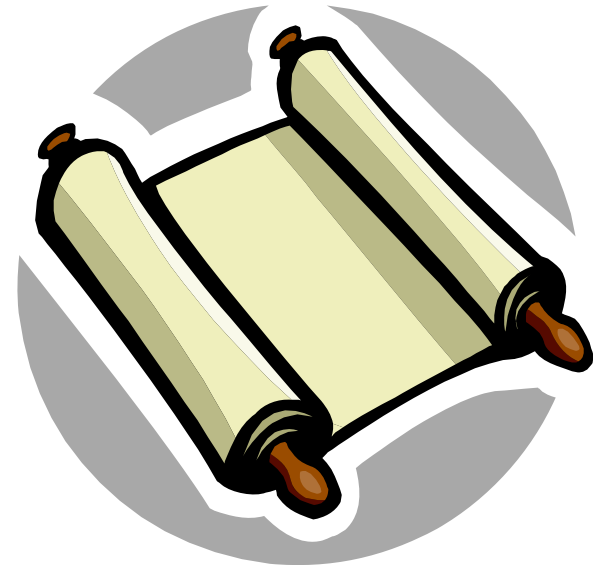


DES QA System Training For Program Managers

Fall 2005

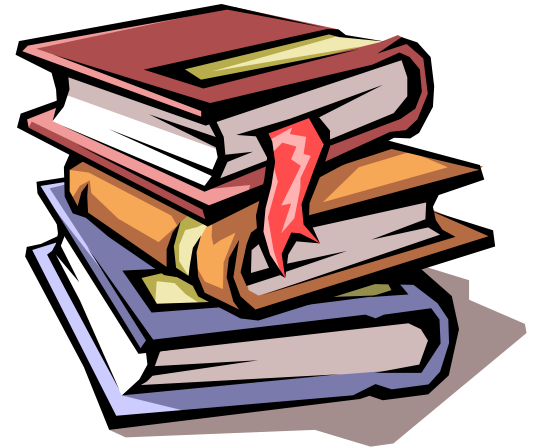
Quality Management Plan Awareness

- Introductory stuff
- Who's involved?
- What will we have to do?



Handouts

- These slides
- DES Quality Policy
- Implementation Guidance: “Cliff Notes”
- Evaluation Form



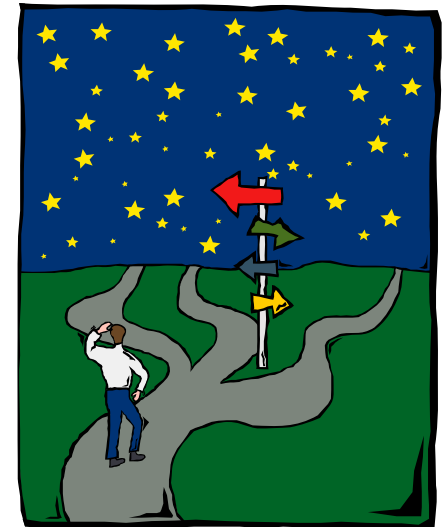
What's A QMP?

- A documented plan describing how we deal with environmental data.
- A requirement of accepting EPA funds since the Carter Administration
- ***DES's QMP covers the entire department***
- DES has EPA-approved QMP - 7/01
 - Revision due 2006

Where Are We Now?

- QMP approved four years ago
- Three years of self-assessments
- Commissioner's Office support
- EPA Audit (3/05)
- EPA Env. Merit Award (5/05)

We're figuring this stuff out!



Info on the DES Intranet

- See “Quality Assurance at DES”
 - The QMP
 - Implementation Guidance
 - Self-Assessment Forms & Guidance
 - FAQs
 - Policy, Team Roster



Why?

- You know your own job.
- You've been doing it for a long time.
- By now, it comes naturally to you.
- Nothing could possibly go wrong, right ?

Perhaps you should reconsider.

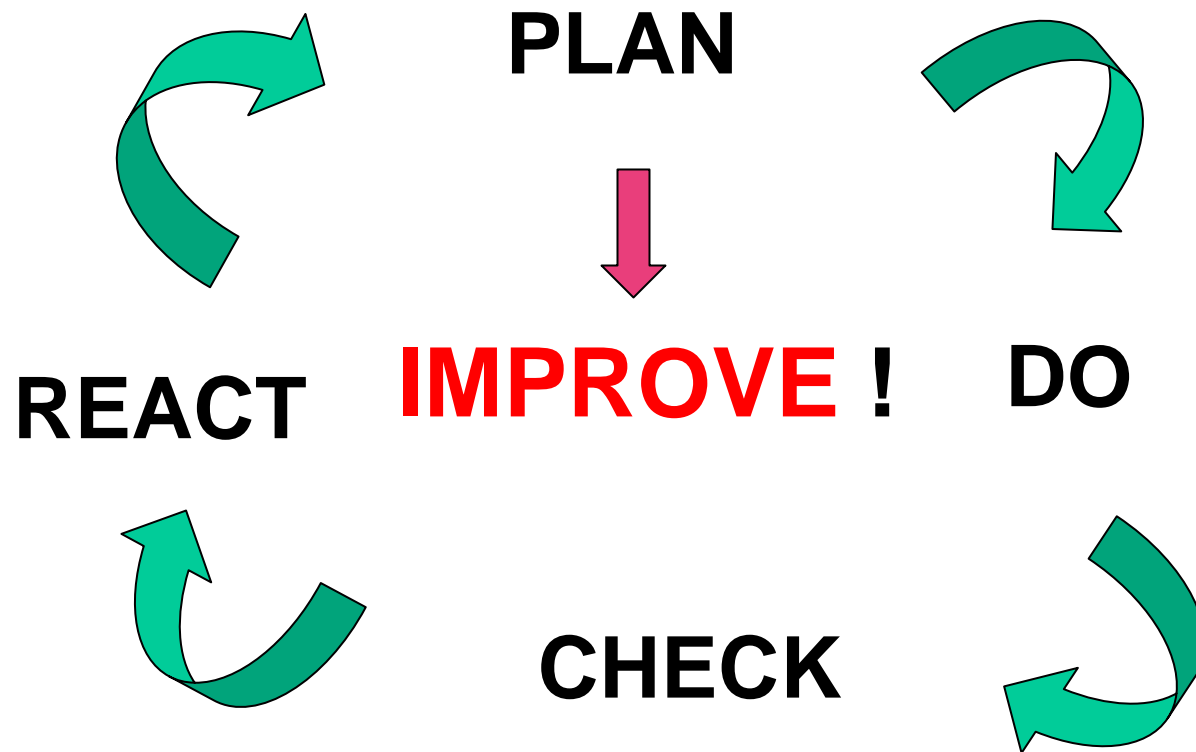


The Art of Management

- An Older Model:



The Deming Model

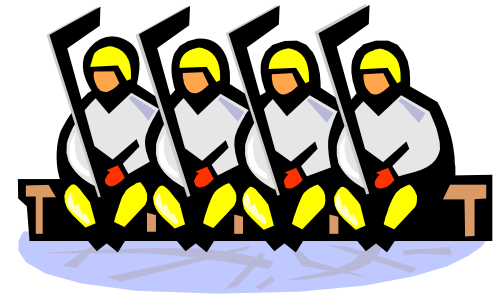


The DES QMP Specifically:

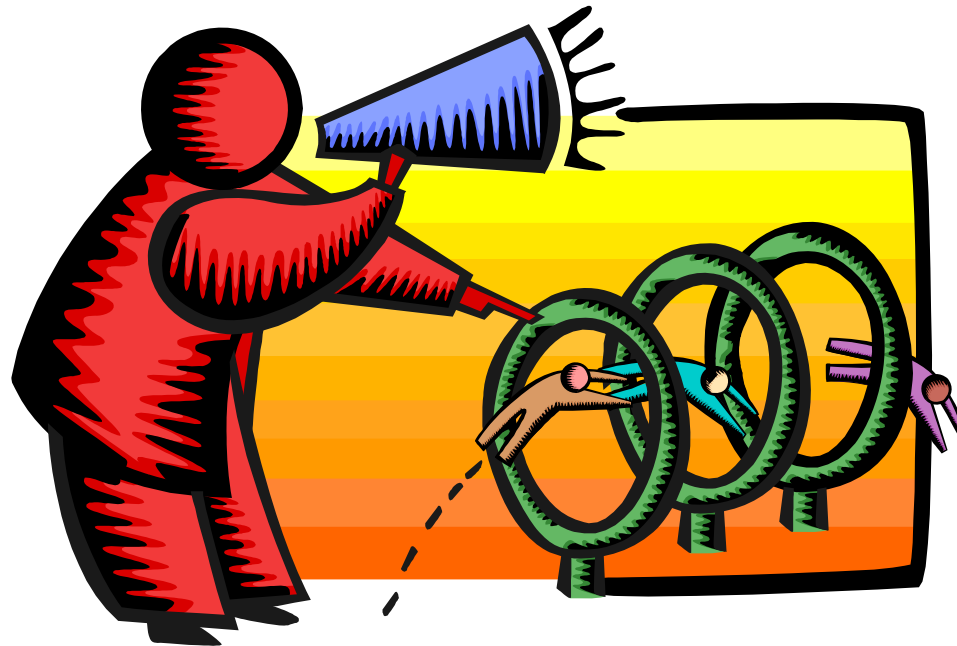
- Follows the “Deming” model
- Documents how we:
 - Plan
 - Conduct tests
 - Document and communicate results,
 - Store the information,
 - Check and improve the system
- Follows EPA guidance, reviewed and approved by EPA New England.
- Bottom Line: Avoid problems by thinking ahead!

Who's Involved

- QA Manager: Vince Perelli
- Assistant QA Manager: Bob Minicucci
- The QA Team:
 - Wendy Bonner; Tom Croteau; Bill Hall; Jillian Jones; Kendall Perkins/Jim Poisson; Sharon Perkins; Rachel Rainey; Vicki Whittemore
- All DES Program Managers & Leadership
 - (That's why you're here)



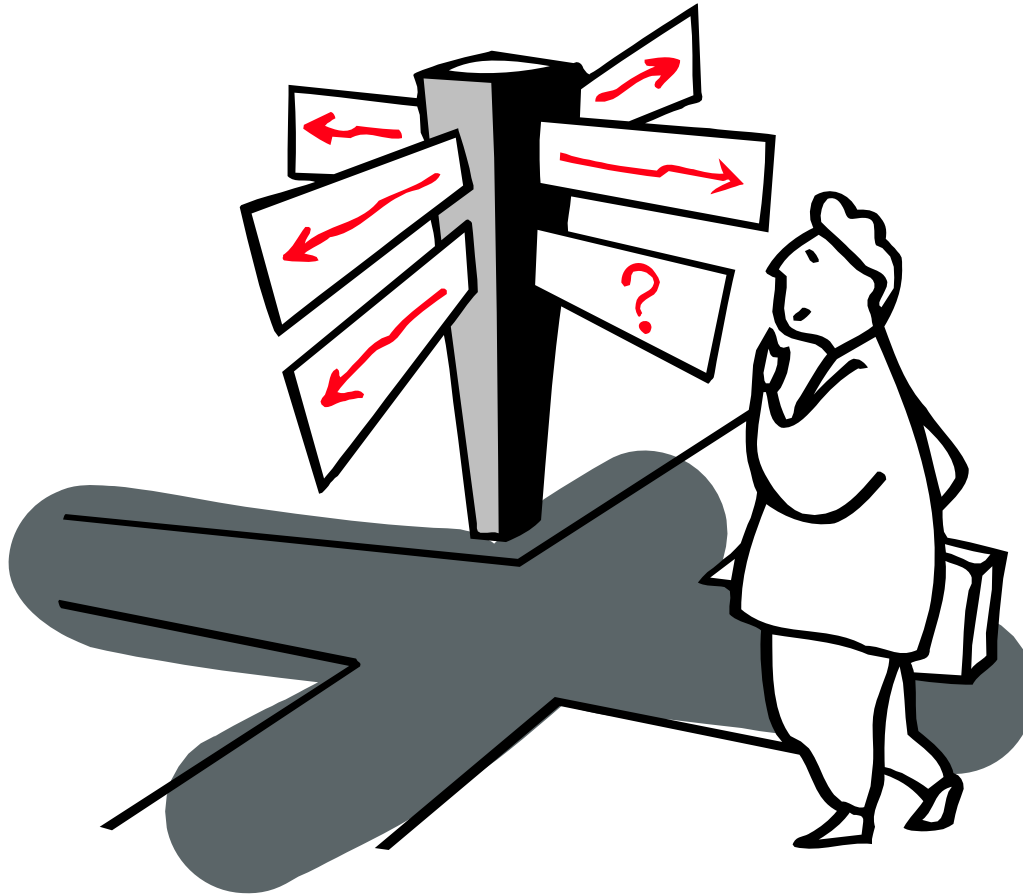
What Will We Have To Do?



Topics

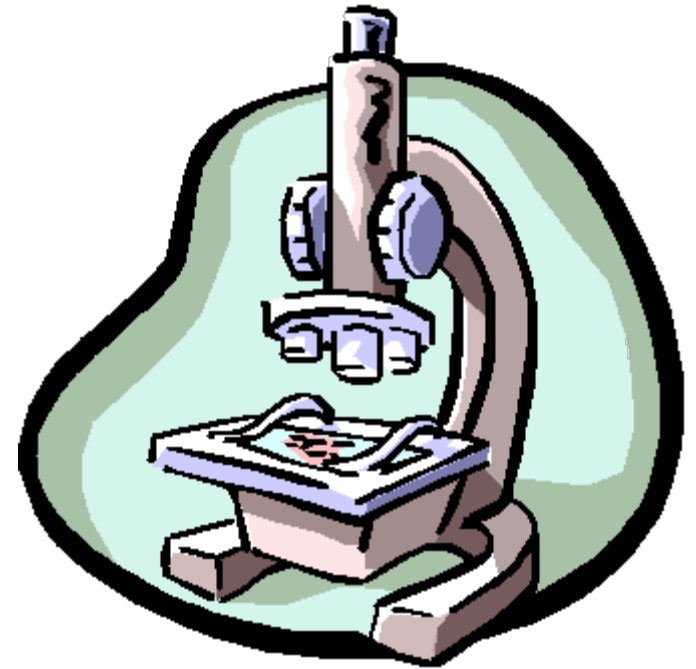
- Who's in
- Some Definitions
- Pieces of the System:
 - Plan; Do; Check; React
- Summary of Program Actions
- How QA Team will help

Are You In or Are You Out?



Environmental Data

- Any measurements or information that describe environmental processes, location, or conditions; ecological or health effects and consequences; environmental modeling; or the performance of environmental technology.



Your Program Is In If You:

- Take Samples
- Do Tests In-House
- Describe Field Conditions
- Do Tests in the Field
- Review, Analyze, or Report on Data Generated by Others
- Communicate the Results of Sampling or Testing

Program

- A functional unit conducting a defined program.
 - Often found at Bureau level, but it varies.
 - Example: the Limnology Program, Watershed Management Bureau, Water Division.
- The most important functional level in the DES QA System



People

- **Program Manager**
 - The person responsible for managing a specific DES program – usually an Administrator or Supervisor
- **Project Manager**
 - The person that has direct knowledge and/or responsibility at the project or site-specific level. Usually professional staff.

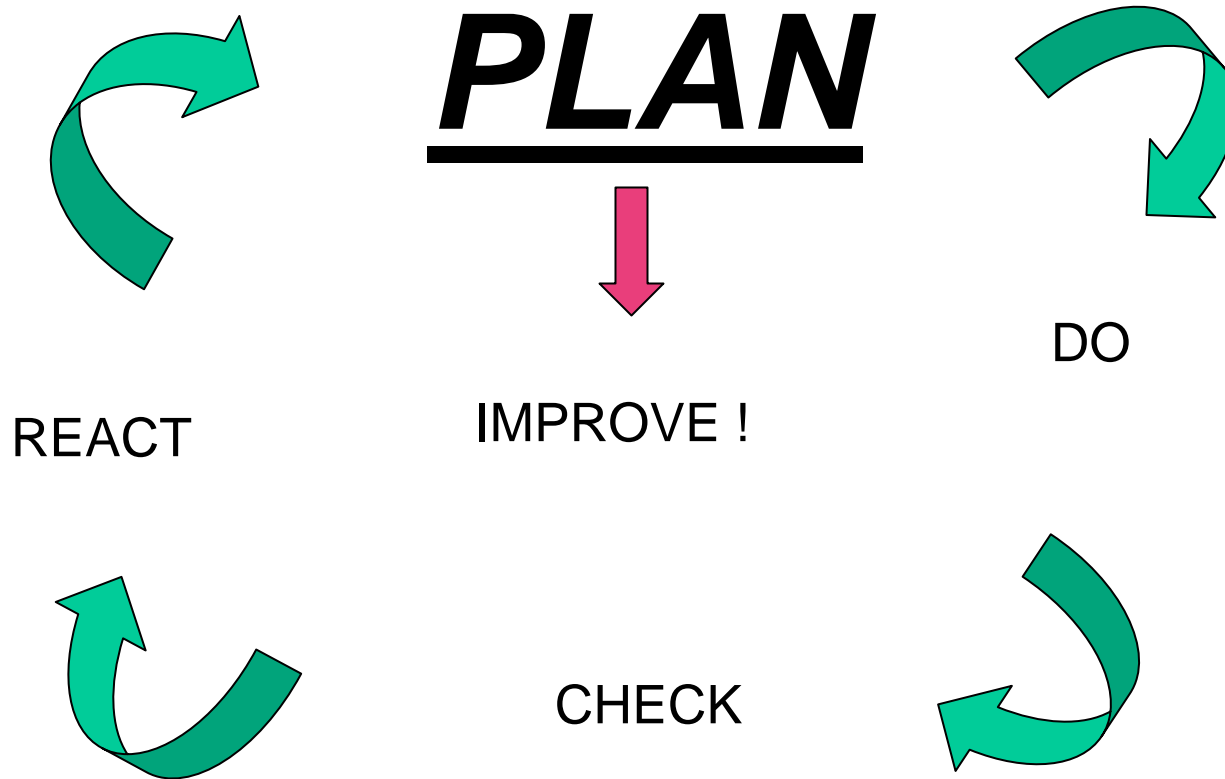
Data Quality Objective

- A central planning concept - Why are you doing this work?
- How do you know information is good enough?
- DQO's have to be documented
(i.e. Write it Down!)

Standard Operating Procedures

- A written document that details the method for an operation, analysis, or action, and that is officially approved.
- Very important in any system, including ours.
- K.I.S.S.
- Yup, sometimes they're QAPPs, or attached to a QAPP

Pieces of the System



Planning Steps I

- Determine what data activities your program undertakes.
- Write down the results.
- Save the document in your Program QA Manual – with other program-administration materials that you have to keep.
- We have examples

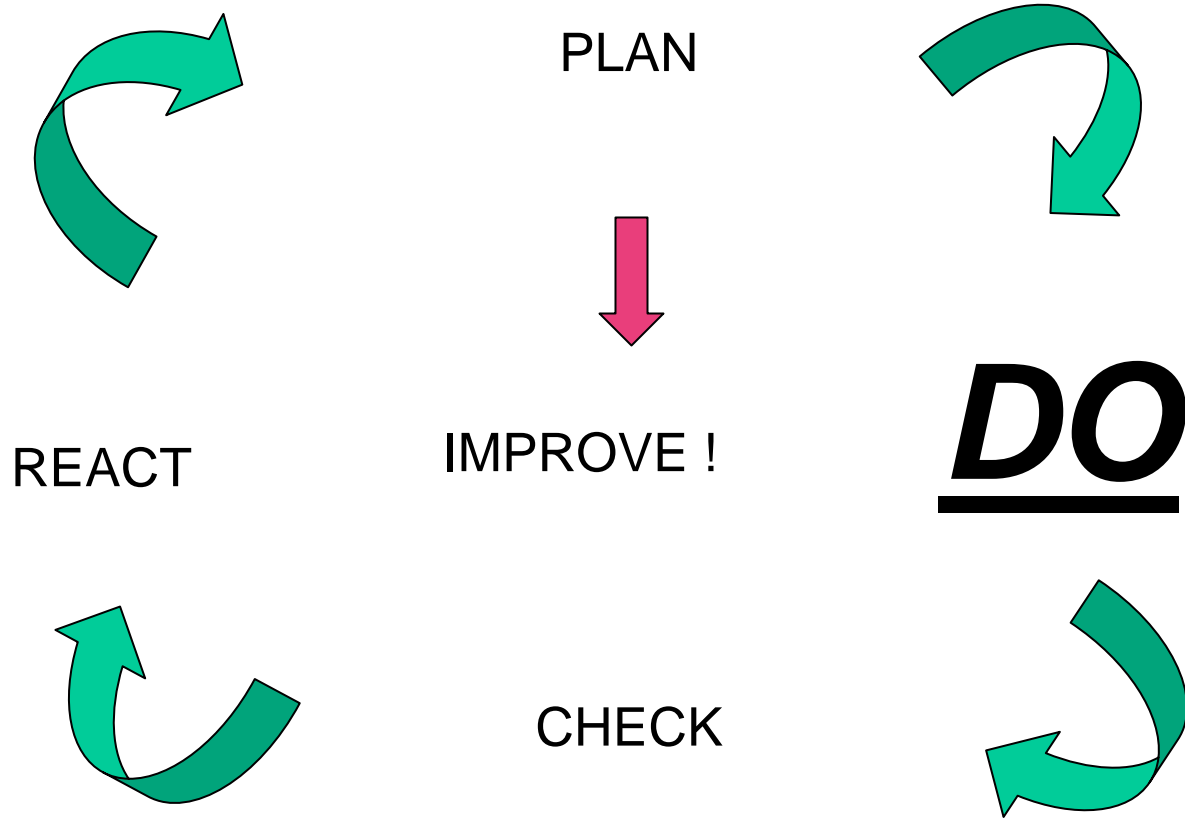
Planning Steps II

- Why are you doing these data activities?
 - Figure it out (& write it down!):
 - Why do you need this data?
 - What decisions will be made with this data?
 - Who will use it – who are the customers/audience?
 - What legal requirements are being met?

Planning Steps III

- That list describes your *Data Quality Objectives*
- Tailor the level of the data quality to its uses
- If there's no use or need for the data – *Don't gather it!*

Pieces of the System

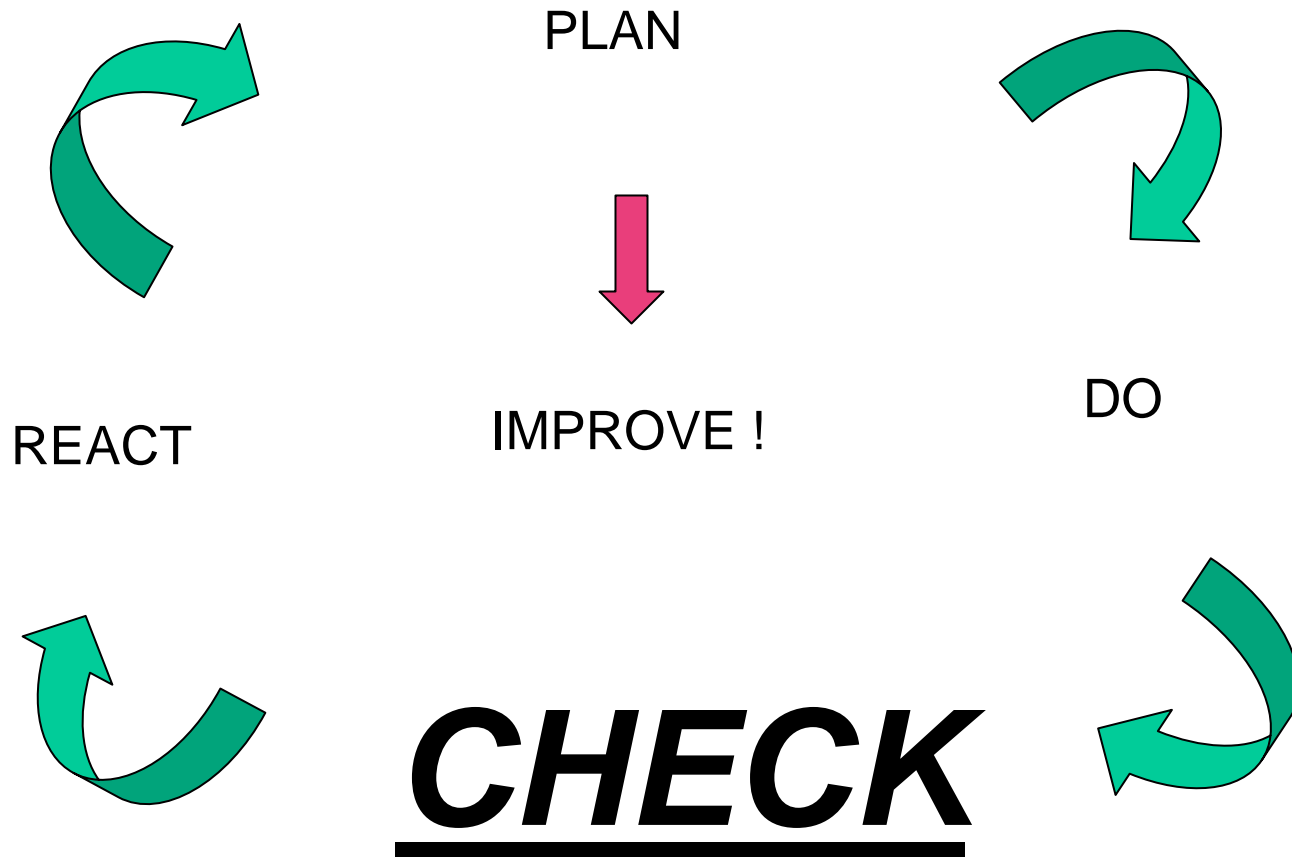


Do

- This is the easy part
- Keep on doin' what you're doin'
- Write down your procedures (SOPs)
- If you have to vary from SOPs, write down when & why



Pieces of the System



Checking I

- The Core of the ***System***
 - And not a *Project*
- At least annually check & record:
 - Do your procedures still meet your needs?
 - Are your procedures being used as written?
 - What problems came up?
 - What caused those problems?
 - What are you going to do to fix it?

Checking II

- This process is called “***Auditing***”
- Auditing can be:
 - “First Party”: Self-checking
 - “Second Party”: Someone else from DES checks you
 - “Third Party”: An outside party (e.g. EPA) comes in

Checking III

- Auditing is not a gotcha exercise
- It's a chance to find opportunities to improve
 - We can all improve, eh?

Checking IV

- DES QA System is built around First Party audits
 - You check your self & report to the QA Manager
- This is like MTRS reporting
 - Management needs to know how you're doing
 - This one's annual & not quarterly

Checking V

- Reporting for 2004 was third round
- \pm 80% of DES programs participating
- Guidance document & two forms available
 - Form A – for those with full planning doc
 - Form B – for everyone else

Checking VI

- The QA Team does Second Party Audits
 - Semi-random sampling
- EPA has audited us
 - March 2005
 - We came out well, but a few things need to be addressed

Results of EPA's Audit

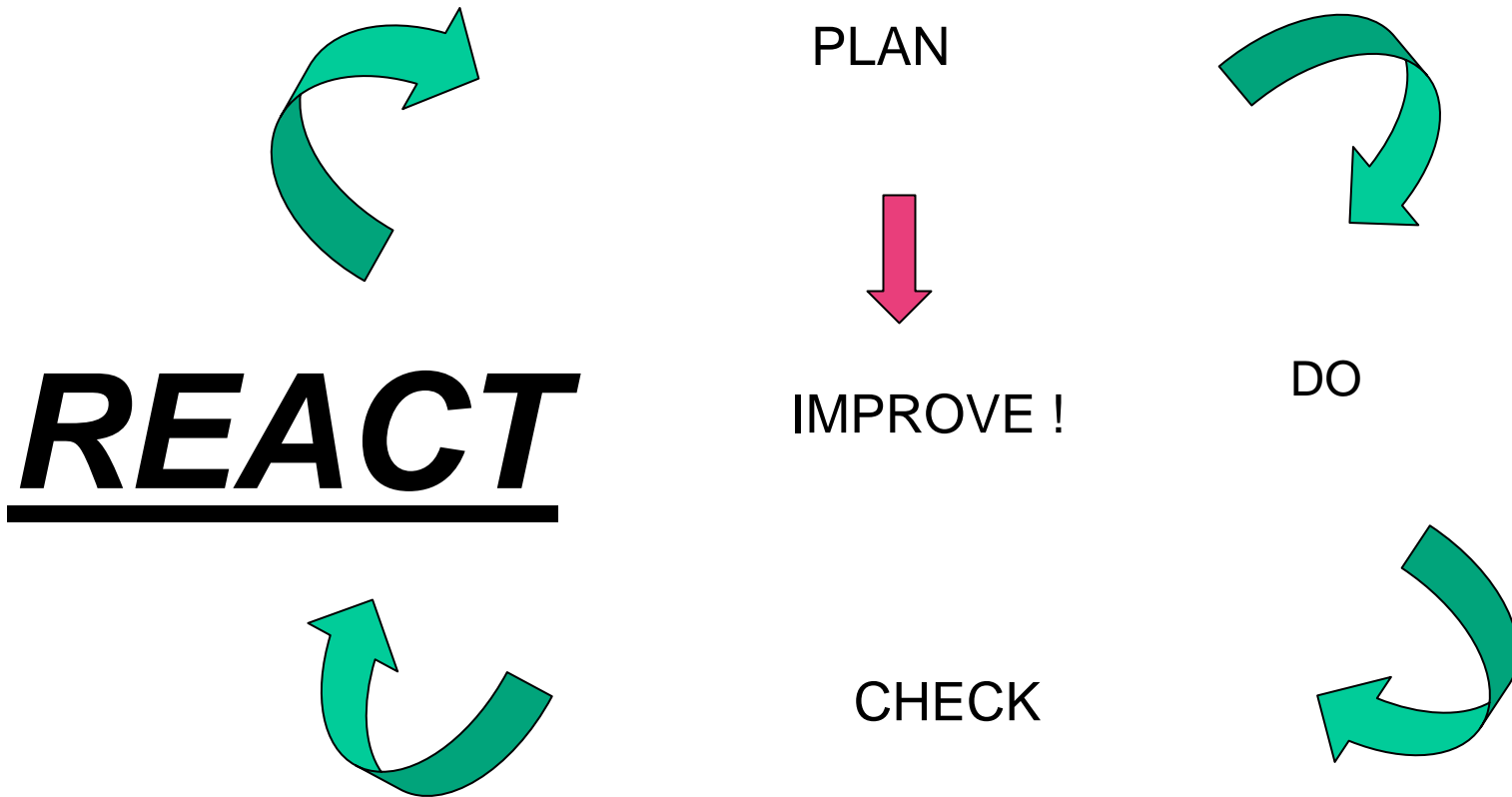
- F1: Compliant w/ QA reqt's in EPA financial regs. (QMP & QAPPs submitted to EPA for approval)
- F2: Compliant w/ QA conditions of PPG (1/4ly QAPP updates & QMP reviewed annually)
- F3: Conformance with our own QMP, but.....
 - O1: QA mgmt. responsibilities not fully described in QMP. Also, the policy for resource allocation for the QAS was unclear.
 - O2: QMP does not accurately reflect QA processes as they are conducted, and certain critical practices are not documented.
 - O3: QA training is tracked only at the program level.
 - O4: Unevenness in awareness of the NHDES QAS was observed at the program level. Continue training.

Results of EPA's Audit

- F4: QA personnel form a knowledgeable and committed team that has effectively spear-headed the implementation of the QAS.
- F5: The NHDES assessment program successfully identifies quality management issues and areas for improvement.

We are now working on a Corrective/Preventative Action Plan!

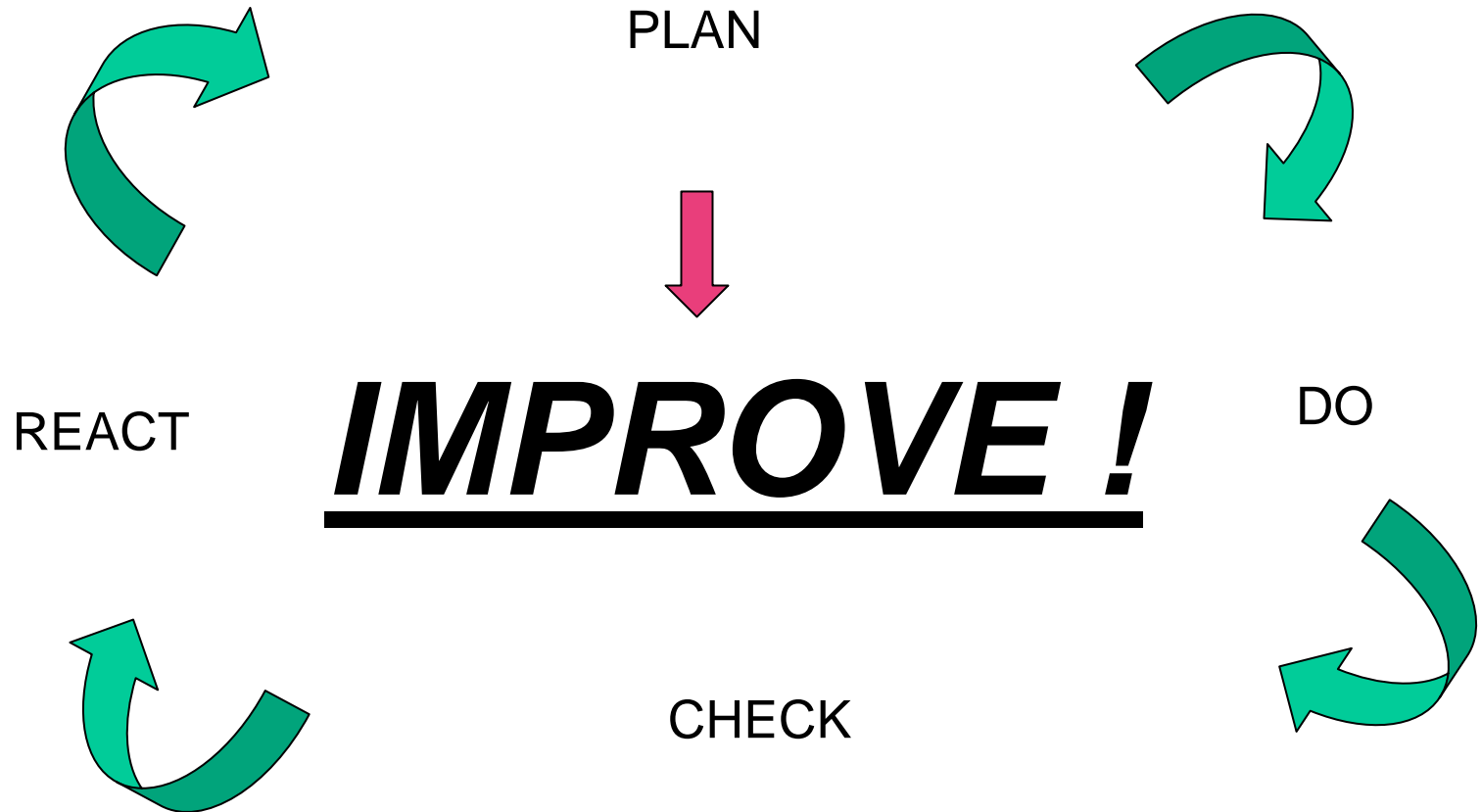
Pieces of the System



React

- Close the Loop:
 - Take the audit results and use them
 - This is done at program & department levels
 - Improve your processes
 - Record the review
 - At the next audit, you judge how well you met your own expectations

Pieces of the System

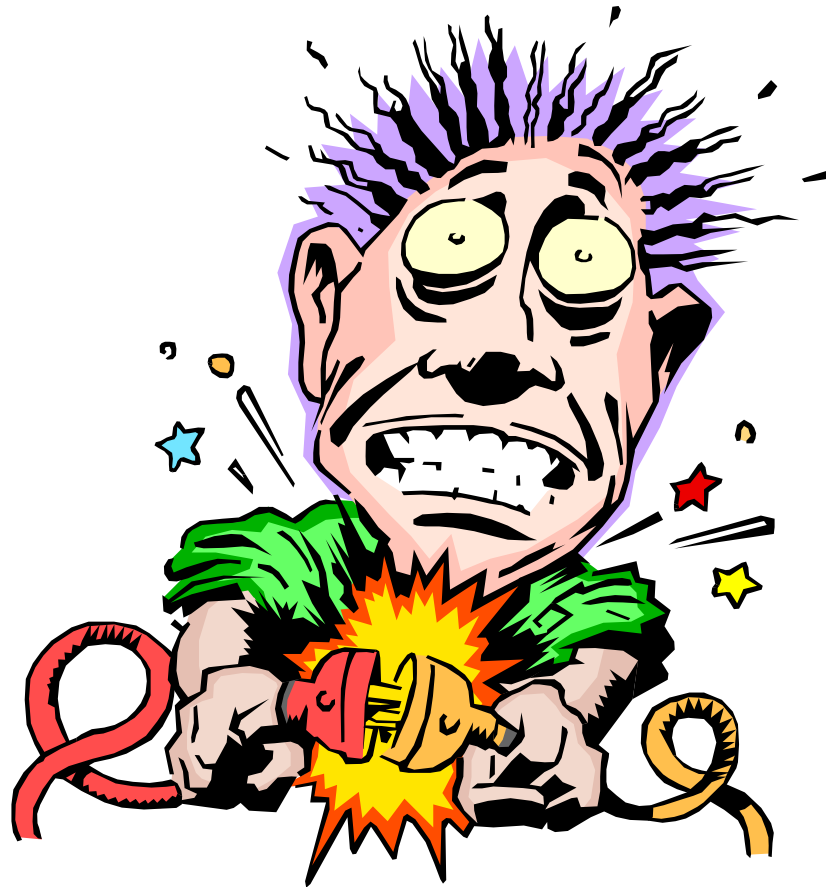


Improvement Happens



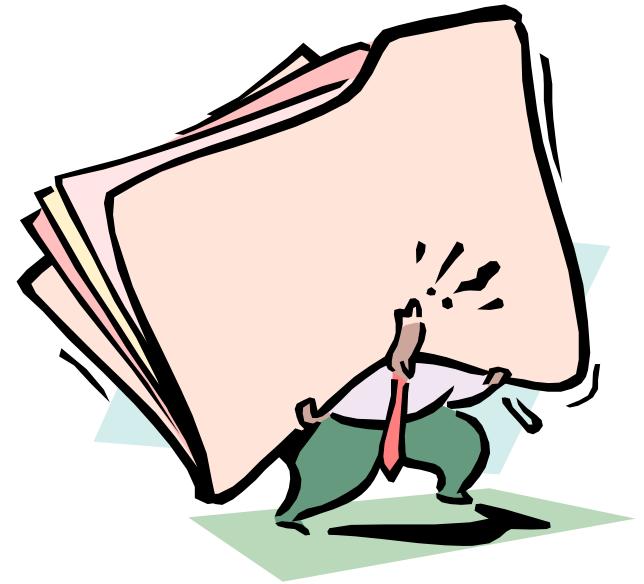
- **If you do all four steps, improvement follows**

DON'T PANIC !!!



Program Responsibilities 1

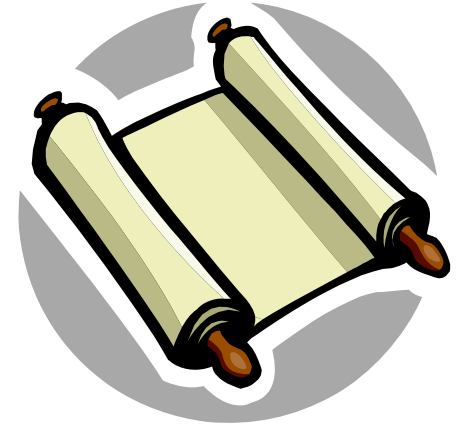
- Must follow QMP & Policy
- Prepare written SOPs
 - Complete planning document
 - Formal QAPPs as necessary
 - Get DES QA Manager sign-off
 - Existing Procedures OK!
 - **(Write them down!)**
- Review your SOPs and quality system annually
- Fix deficiencies



Program Responsibilities 2

- Report to QA manager:
 - Results of Annual Review
 - Deficiencies found and corrective actions
- Ensure staff & volunteers trained
 - Ensure records kept
- Ensure that quality considered in procurements
- Ensure that staff follows procedures

What Will You Produce?



- A set of documents
 - Each program will have its own.
- Eventually, a “Program QA Manual”
 - *Which may be a “generic” QAPP if you’re EPA-funded*
- Gathers all the items mentioned above

QA Manager Responsibility

- With QA Team:
 - Helps programs to prepare documents
 - ***We provide one-on-one assistance***
 - Updates Quality Management Plan annually
 - Approves programs' documents (primarily QAPPs)
 - ***Facilitates QAPP “Plagiarism”***
 - Reviews programs' annual internal reviews
 - Manages QAPP inventory & reports same to EPA
 - Reports to Senior Leadership Team



DES Quality Policy



- DES will ensure, within its authority, that all of its programs deliver data of known quality to allow all parties to make appropriate decisions about environmental matters in New Hampshire.
- Established June 2001, re-adopted Dec. 2004
- All programs were to have written documentation in place by 12/31/02.

The Road Ahead



- Bring new DES programs up to speed
- Respond to EPA's comments
- Bring in the stragglers
- More second-party audits

The Goal

- We need people to trust what we say.
- “I’m an expert” doesn’t cut it.
- Document *why* what you say is true.



Thank you very much!



- Please fill out the evaluation form
- Call Vince (8989) or Bob (2941) or any QA Team Member with ?s